

U.S. District Court - District of Maine

eVoucher Training Aid

July, 2015

Getting Started

Upon receipt of your eVoucher login and password, follow these steps:

1. Navigate to the eVoucher sub-page of the CJA page of the Court's web-site:
<http://www.med.uscourts.gov/evoucher>
2. Click on the CJA eVoucher Login button.
3. Enter your login into the Username box;
Enter your Password into the Password box;

Your initial login and password will be as follows:

Login: your first initial last name: e.g. afinch

Password: attyVoucher#15 (all passwords initially set to this)

Click the 'Log In' button

4. You will now be at the eVoucher Landing Page / Home Screen.

My Active Documents	Displays vouchers/documents that you are currently working on or have been submitted for your approval.
Appointments' List	Displays cases to which you have been appointed.
My Proposed Assignments	Not used in this District.
My Submitted Documents	Displays vouchers for documents that you have completed or approved and have been submitted to the Court. To review the voucher - click on the voucher number.
My Service Provider's Documents	Displays documents related to Expert Service providers (CJA 21 or 24) that are in process.

<div data-bbox="203 199 430 241" data-label="Section-Header"> <h3>Closed Documents</h3> </div>	<p>Displays vouchers or documents that have been approved or paid by the court. Closed vouchers will be displayed only for your active appointments. When your appointment has been closed, the vouchers associated with the closed voucher will not display on your landing page. You will be able to view the removed vouchers by searching for the appointment and then selecting the voucher you want.</p>
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5. Your password **MUST** be changed immediately after your first login.

From the blue toolbar, click 'Help,' 'My Profile,' verify and add information to this page in order to activate your account.

6. Login Info - Edit

Click 'reset' to change your password to something you can remember



The screenshot shows a 'Login Info' section with the heading 'Your Login information'. To the right is a form with three input fields: 'Username' (containing 'your login here'), 'Password', and 'Confirm'. A 'change' link is next to the Username field. Red asterisks are next to the Password and Confirm fields. At the bottom of the form are 'Reset' and 'cancel' buttons. The 'Reset' button is highlighted with a black box.

Establish a link from eVoucher to CM/ECF so you can query docket information such as the date of a court proceeding, length of time in court, name of court reporter for transcript requests, etc.

Insert your CM/ECF Username and CM/ECF Password

Before validation:



The screenshot shows a form with two input fields: 'CM/ECF Username' (containing 'CM/ECF login here') and 'CM/ECF Password' (containing seven dots). A 'validate' button is to the right of the Username field. Below the form, a message states 'CM/ECF Access is NOT validated'.

After validation:

CM/ECF Access is **linked**

7. Attorney Info.

Click Edit to review contact information. Update if necessary and click Save. Notify the eVoucher Help Desk (see below) if any changes are made.

8. Billing Info.

Your billing information has already been added. The Panel Attorney is responsible for maintaining their Billing Information in eVoucher. The Court is not able to see the entire SSN/EIN, only the last 4 digits (i.e. Attorney SSN/EIN:***-**-5678). Always notify the eVoucher help email address with any changes made: eVoucher@med.uscourts.gov.

Payments will be mailed from the U.S. Treasury to the address listed in the attorney's profile and IRS 1099 forms will be issued under the SSN/EIN as it appears in the Profile.

If you have an address change, please also notify the eVoucher help email address eVoucher@med.uscourts.gov to update your information in CM/ECF and the CJA payment system.

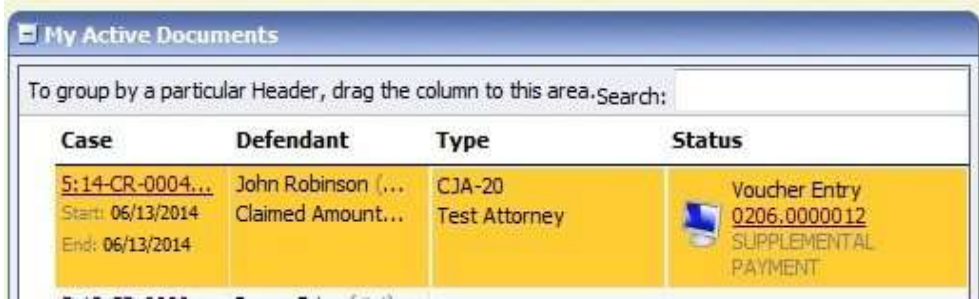
A screenshot of the 'Billing Info' form in the eVoucher system. The form has a pink header bar with the title 'Billing Info' and a sub-header 'List all available billing info records'. Below the header, there are several input fields: 'Name' and 'SSN/EIN' (with a 'Save' button next to it), a 'Copy Address from Profile' checkbox, 'Phone' and 'Fax' fields, 'Address 1', 'Address 2', and 'Address 3' fields, 'City', 'State', and 'ZipCode' fields, and a 'Country' field. A 'Cancel' button is located at the bottom right of the form.

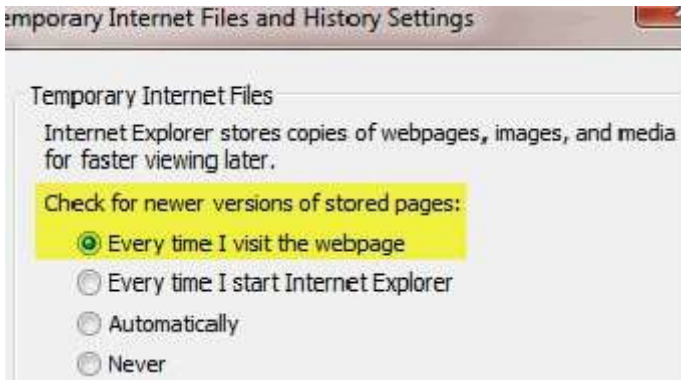

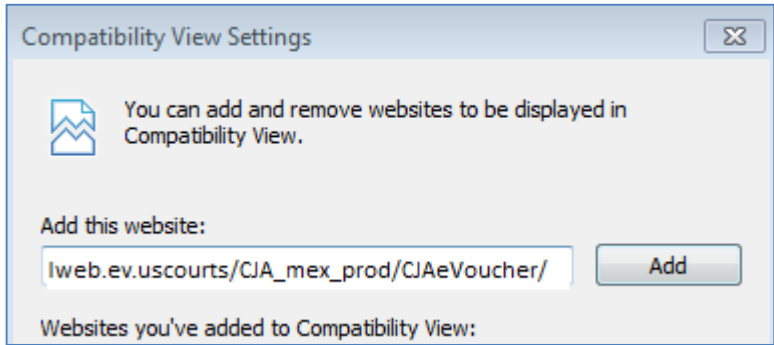
9. Scroll back to the top of your screen. Click logout to exit eVoucher.



10. Log back into eVoucher with your Login and your newly established password.

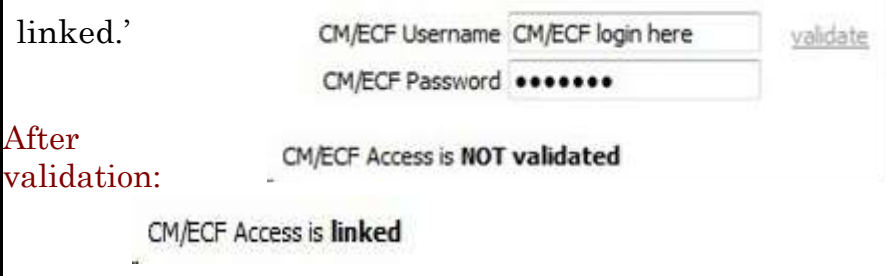
FAQs / Tips for Success

Accessing eVoucher	There is a link to Maine eVoucher on the CJA page of the courts website: http://evadweb.ev.uscourts.gov/CJA_mex_prod/CJAeVoucher
Mailing address	Attorneys should verify their mailing address for accuracy. CJA disbursement checks are mailed from the U.S. Treasury to the attorney at the address in the eVoucher Profile.
Phone number	Your eVoucher profile includes a spot for both 'Phone' and 'Cell phone'. However, only the number in the 'Phone' field appears on the screen that is viewable by the Court during the rotational appointment process. Attorneys should enter in the 'Phone' field whatever phone number they would like to receive calls for appointments. This information is not public; it is viewable only by the attorney and court staff.
Address or Phone number change	The Panel Attorney is responsible for maintaining current contact information in eVoucher so that the Court can contact the attorney for assignments and so that disbursement checks are mailed to the proper address. Updates to mailing address and phone number can be made in the Profile (Landing Page, "My Profile"). ALWAYS separately notify the Court.
Billing Information	<p>The Panel Attorney is responsible for entering and maintaining their Billing Information in eVoucher. The Court is not able to see the entire SSN/EIN, only the last 4 digits (i.e. Attorney SSN/EIN:***-**-5678). ALWAYS separately notify the Court.</p> <p>Payments will be mailed from the U.S. Treasury to the address listed in the attorney's profile, and IRS 1099 forms will be issued under the SSN/EIN as it appears in the Profile.</p>
Changing password	<p>From the Landing Page - 'My Profile' - Login Info.</p> <p>Passwords must be at least eight characters in length and contain the following:</p> <ul style="list-style-type: none"> - One lower-case letter - One upper-case letter - One number - One special character (a typographic symbol) <p>Passwords must be changed immediately upon first login. Passwords must be changed every 180 days.</p>

Claims for services	Beginning with the appointment and the first appearance in court, attorneys should begin to enter claims for all work done in the case. During the case, claims should be entered contemporaneously. Receipts and invoices, when necessary for a claim, should be saved in .pdf format and attached to the electronic voucher when it is submitted to the Court. At case conclusion, completion of the voucher will take just a few moments.
SAVE Often	The eVoucher program only recognizes “action items” as system activity, such as hitting the Save button; so it may periodically time out for security purposes. <u>It is good practice to save your entries on each screen, before advancing to the next screen, to prevent loss of data.</u> If you have a high volume of claims to enter and plan to enter them in one session, you should periodically save your entries so that if you get timed out or if you navigate away from the eVoucher window, you will not lose your input.
Yellow Highlighted Item in Inbox	<p>An entry in “My Active Documents” appearing highlighted in yellow means the voucher has been rejected by the Court. Counsel will also receive an e-mail via eVoucher with an explanation. The reason for the rejection can also be found in the Attorney Notes section at the bottom of the Confirmation page.</p> 
Trouble Logging in	If you have attempted to log in multiple times without success, your user account will become locked after three failed login attempts. Please contact the Clerk’s Office at evoucher@med.uscourts.gov for assistance.

<p>Browser troubles</p>	<p>Refer to the bottom of the eVoucher login page, which lists approved browsers:</p> <ul style="list-style-type: none"> - Windows Internet Explorer 8 or newer - Apple Mac Safari 5.1 or newer – (Successful MAC users have run iOS 10.6 and Safari 6.1.6 or iOS 10.9.4 and Safari 7.06) - Chrome, Firefox and other browsers may not be used with eVoucher. <p>Ensure that your cache setting is set to ‘Every time I visit the webpage’ to avoid data loss (instructions for making this setting available on the eVoucher login page.)</p> 
<p>Internet Explorer compatibility</p>	<p>If you get a message that the browser is not approved for eVoucher, Turn on compatibility.</p> <p>To do that: Click on the icon  on your address line</p> <p>Or click on Tools, then Compatibility View</p> <p>Or click on Tools, then copy and paste the URL to the “Add this website:” box and click on Add.</p> 

CJA21 voucher still appearing in 'My Active Documents'	The attorney creates the CJA21 voucher and will submit it to the Court for approval. The attorney must approve the voucher in order for it to be electronically submitted to the Court. Refer to the "Cheat Sheet" on CJA Expert Services (CJA-21 voucher).
E-mail notifications	<p>The following actions in eVoucher will generate an e-mail to the Panel Attorney:</p> <ul style="list-style-type: none"> - Appointment -- E-mail will confirm the acceptance of an assignment. - Voucher Rejection -- E-mail will alert the attorney that a submitted voucher has been rejected by the Court for further action by the attorney. - Authorization for Expert Services -- E-mail will advise the attorney that the authorization has been approved (or rejected) by the Court. - Creation of pending Appointment & Voucher in eVoucher - the Court is in the process of creating appointments in eVoucher from cases and defendants where panel attorneys have been appointed prior to the implementation of eVoucher and the defendant has not yet reached plea stage and/or is scheduled for trial.
Error regarding dates	<div data-bbox="472 890 1115 945">  The date of this voucher is before the Appointment Date. </div> <div data-bbox="472 968 1239 1022">  Service and/or Expenses are out of the Voucher Start and End Dates. </div> <p>If you receive either of the above errors, navigate to the Claim Status section of the voucher. The start date appearing on this page is the date of the appointment. This is the earliest date for which claims can be submitted. The end date is the final date on which expenses relative to the appointment were incurred. To resolve the errors above, verify that claims on the Services and Expenses sections do not fall outside of the date range on the Claim Status page. If you are not able to resolve the error, contact the Court.</p> <div data-bbox="509 1446 1459 1701"> <div> Basic Info Services Expenses Claim Status Documents Confirmation </div> <div> <h3>Claim Status</h3> <div> Start Date 6/13/2014 * End Date 6/13/2014 * </div> </div> </div>

<p>Appointments prior to eVoucher live date of 8/5/2015</p>	<p>The Court will be entering the appointments in eVoucher for any appointment which was made prior to 8/5/2015. When the panel attorney accesses eVoucher, pending appointments will appear in the 'Appointments List' box of the landing page. This will allow input into eVoucher any claims for services and expenses for work done from 8/5/2015 on and continue to make contemporaneous entries into the electronic voucher until the case is disposed and it is time to submit the voucher electronically to the Court. Work or expenses prior to 8/5/2015 can either be entered in detail, or entered as a single entry into eVoucher and put in synoptic worksheet form and attached as a PDF document to the electronic CJA 20. CJA 21s that you currently hold in paper can be filed in paper form for your convenience.</p>
<p>CM/ECF connection through eVoucher</p>	<p>eVoucher can be connected to CM/ECF to allow the attorney to search the docket. While working in eVoucher, attorneys may want to query the docket to confirm the date of a court proceeding, the length of time in court, the defendant number, the charge, etc. To establish the eVoucher-CM/ECF connection, the panel attorney first logs into eVoucher, navigate to the 'Login Info' in the Profile. Edit the record. In the CM/ECF boxes, enter the CM/ECF Username and Password. Click the <u>'validate'</u> button. The message will change from 'CM/ECF Access is NOT validated' to 'CM/ECF Access is linked.'</p>  <p>After validation:</p> <p>CM/ECF Access is linked</p> <p>This validation only needs to be done once.</p>
<p>CJA Help Desk</p>	<p>Email : eVoucher@med.uscourts.gov Phone: Bangor - Michele Mitchell (207) 922-6426 Portland - Sarah McNamara (207) 274-5106</p>